
BellSouth Interconnection Services

1960 West Exchange Place
Suite 420
Tucker, Georgia 30084

February 19, 2002

Ms. Amanda Hill
Manager - Carrier Management
WORLDCOM
Two Northwinds Center
2520 Northwinds Parkway
Suite 500
Alpharetta, Georgia 30004

Dear Amanda:

This is the response to Sherry Litchenberg's verbal request of January 10, 2002, for BellSouth to perform an analysis of MCI metro's (MCI m) Florida Local Service Requests (LSR) that drop to the Local Carrier Service Center (LCSC) for manual processing.

Ms. Litchenberg requested that the analysis be made on a random sampling of LSRs, similar to the analysis of LSRs performed by BellSouth in October 2001 (the October 3, 2001 letter is attached for your convenience). This request was made after Ms. Litchenberg agreed to close this issue when the results of the October 2001 analysis were received.

However, BellSouth has now completed this analysis, and the results are below.

As we discussed during the weekly conference call on January 30, 2002, these investigations are quite time-consuming. BellSouth introduced a proposal that will have a more positive impact on MCI m's Flow Through process. BellSouth has proposed, and is presently gathering data, to examine MCI m's top five clarification reasons. The affect of this would be to clear those larger volumes of fallout and work down to the smaller volumes. This is in keeping with MCI m's stated objective of decreasing manual handling of its LSRs.

I am sure you understand that to complete this task, BellSouth must dedicate the resources necessary to assist MCI m with this objective. BellSouth appreciates your patience while this task is ongoing. The latest analysis is broken down by the month of November and December 2001. The analysis is categorized by the reason LSRs fell out for manual handling, and then by clarification reason, if applicable.

Of the Florida LSRs that dropped for manual handling in November 2001, BellSouth clarified approximately 3% in error. Of 121 LSRs researched, BellSouth found that service

representatives returned 4 to MCIm that should not have been clarified:

- 62 orders fell out for error code 8825 (ZLIG, OZIP, ZDCO)
- 59 orders fell out for error code 8820 (Bill FID/Installment Service Fee)

Of the Florida LSRs that dropped for manual handling in December 2001, BellSouth clarified approximately 4% in error. Of the 271 LSRs researched, BellSouth found that service representatives returned 13 to MCIm that should not have been clarified:

- 136 orders fell out for error code 8825 (ZLIG, OZIP, ZDCO)
- 96 orders fell out for error code 8820 (Bill FID/Installment Service Fee)
- 27 orders fell out for error code 1000 (Clarification by a service representative)
- 4 orders fell out for error code 7235 (TN required)
- 3 orders fell out for error code 7710 (Cannot change due date)
- 2 orders fell out for error code 7465 (Cannot cancel order)
- 2 orders fell out for error code 9685 (Due Date could not be calculated)
- 1 order fell out for error code 7495 (UNE Dire locator problem)

When MCIm believes that an LSR has been clarified in error, please contact the LCSC as soon as possible so that the order is not delayed further. This will also provide immediate feedback where needed.

As stated above, BellSouth will focus its efforts on assisting with immediate improvements in Flow Through, according to MCIm's objective. This will target the largest volumes of errors that can be resolved in order to prevent manual handling.

I hope the above information satisfies your concerns regarding this matter. Please feel free to call me at 770-492-7543, if you have additional questions.

Sincerely,

Pamela D. Reynolds
Local Contract Manager –
CLEC Care

Attachment

cc: Van Cooper